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T.D.

12/13/02

Serney Docket No.: 004919.P001

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:)

Justin Broughton et al.)

Examiner: Not yet assigned

Application No.: 09/774,944)

Art Unit: 2661

Filed: January 30, 2001)

For: DIGITAL MULTIMEDIA)
CONTACT CENTER)

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OCT 31 2002

Assistant Commissioner for Patents
Washington, D.C. 20231

Technology Center 2600

PRELIMINARY AMENDMENT

Prior to examination of the above-referenced application on the merits, it is
respectfully requested that the following amendments be entered.

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IN THE SPECIFICATION

On page 30, line 17, delete "781" and insert --778--.

FIRST CLASS CERTIFICATE OF MAILING

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